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Attorney's Docket  
066416.0103

PATENT  
Serial No. 09/547,627

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Daniel N. Duncan, et al.

Serial Number:

09/547,627

Date Filed:

April 12, 2000

Group Art:

2642

Examiner:

Bui, B.

Title:

**METHOD AND SYSTEM FOR SCHEDULING  
INBOUND INQUIRIES**

**RECEIVED**

**JUN 21 2002**

**Technology Center 2600**

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smc  
6/21/02  
EXT  
5/16/03  
LB

Honorable Commissioner of Patents

I hereby certify that this Response to  
Office Action is being deposited with  
the United States Postal addressed to:  
Box AF Commissioner of Patents, on  
the date shown below.

  
Attorney for Applicant

June 5, 2002

Date

Dear Sir:

**RESPONSE TO OFFICE ACTION**

In response to the Office Action mailed April 10, 2002,  
Applicants request that the Examiner reconsider the rejections  
of the claims in view of the following amendments and remarks:

**IN THE CLAIMS:**

For the convenience of the Examiner, all pending claims  
of the present application are shown below in clean form  
whether or not an amendment has been made. Please refer to  
the attached sheet showing a mark-up version of the amendments  
to the claims.

1. **(Twice Amended)** A method for ordering inbound  
inquiries, the method comprising:

Please  
Enter for  
Appeal  
Gm

ENTER 11/01/02  
NOT ENTER 2/24/02

C1